OIPE 4005 B

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Robert A. Hulse

3623 TFW

PTO/SB/21 (modified) Approved for use through xx/xx/xx, OMB 0651-0031 Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE 0001/PTO U.S. Department of Commerce **Application Number** 09/782,677 Rev. 10/95 Patent and Trademark Office Filing Date February 12, 2001 TRANSMITTAL FORM First Named Inventor Mark C. Pace (to be used for all correspondence during pendency of Group Art Unit Number filed application) **Examiner Name** JONATHAN G. STERRETT Total Number of Pages in This Submission Attorney Docket Number 19538-05784 19 **ENCLOSURES** (check all that apply) Fee Transmittal Form (in duplicate) Issue Fee Transmittal **Check Enclosed** Letter to Chief Draftsperson Return Receipt Postcard Formal Drawing(s): Response to Notice to File Missing Parts [] Sheet(s) of Figure(s) [] **Assignment & Recordation Cover Sheet** Appeal Communication to Board of Appeals and Interferences Declaration (copy) Power of Attorney Appeal Communication to Group (Appeal Notice, Brief, Reply Brief) **Application Data Sheet** Certified Copy of Priority Document(s) Information Disclosure Statement & PTO/SB/08A After Allowance Communication to Group Copies of Cited References Request for Corrected Filing Receipt Copy of Filing Receipt Amendment/Response: [18] Page(s) After Final Status Request Revocation and Substitute Power of Attorney **REMARKS:** SIGNATURE OF ATTORNEY OR AGENT Signature: November **29**, 2005 Dated: Attorney/Reg. No.: Robert A. Hulse. No. 48,473 CERTIFICATE OF MAILING I hereby certify that this correspondence, including the enclosures identified above, is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below. If the Express Mail Mailing Number is filled in below, then this correspondence is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service pursuant to 37 CFR 1.10. Signature:

Dated:

November 29, 2005



IN THE UNITED STATES

PATENT AND TRADEMARK OFFICE

APPLICANTS:

Mark C. Pace & Thomas W. Cook

APPLICATION NO.:

09/782,677

FILING DATE:

February 12, 2001

TITLE:

AUTOMATED SERVICE SCHEDULING SYSTEM BASED ON CUSTOMER

VALUE

EXAMINER:

Jonathan G. Sterrett

GROUP ART UNIT:

3623

ATTY. DKT. NO.:

19538-05784

CERTIFICATE OF MAILING

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Dated: November 29

Robert A. Hulse, Reg. No. 48,473

MAIL STOP AMENDMENT COMMISSIONER FOR PATENTS P.O. BOX 1450 **ALEXANDRIA, VA 22313-1450**

AMENDMENT C

Sir:

In response to the Office Action mailed November 2, 2005, please amend the abovereferenced application as indicated in the following pages.